



Foreign Affairs Manual

3 FAM – Personnel

Change Transmittal: PER-654

Date: November 7, 2011

3 FAM 4710 GENERAL PROVISIONS

3 FAM 4720 INFORMAL CONSIDERATION OF GRIEVANCES

Changes

1. This Change Transmittal, in addition to editing changes, issues the following revisions to 3 FAM 4710:
 - **3 FAM 4711, Definitions:** A grievance must allege a misapplication or violation of law, regulation, or written policy; and
 - **3 FAM 4714, Matters Excluded:** An expanded list is found in this section.
2. This Change Transmittal, in addition to editing changes, issues the following revisions to 3 FAM 4720:
 - **3 FAM 4721, Time Limit: Informal Stage:** An employee must pursue resolution through the informal grievance procedures before submitting a grievance formally;
 - **3 FAM 4722, Discussion with Responsible Official:** The supervisor or responsible official should make every effort to resolve the grievance and must respond to the employee within 10 calendar days of the receipt of the grievance. If the supervisor or responsible official cannot resolve the matter to the grievant's satisfaction within 10 calendar days, the supervisor or other responsible official will provide an explanation in writing specifying the reasons why the relief being sought by the employee is not appropriate; and

- **3 FAM 4723, Elevating the Informal Grievance:** An employee filing a grievance must also provide a copy of the written response received in response to the initial presentation of the grievance in 3 FAM 4722.
3. If this issuance changed less than half the words, we formatted the changed text in *dark magenta italic*. If this issuance changed more than half the words, we did not use *dark magenta italic*. The CT line in each section shows when that section last changed.
 4. Officers are reminded that Department-issued materials not codified in the Foreign Affairs Manual or its supplemental Foreign Affairs Handbook series generally have no regulatory validity (see 2 FAM 1115.2).
 5. The office responsible for the material in this subchapter is the Bureau of Human Resources Grievance Staff (HR/G). Please direct questions concerning content, substance, and interpretation to this office. Administrative questions on the Foreign Affairs Manual or Handbooks can be directed to A/GIS/DIR, Office of Directives Management.

Filing Instructions for Paper Copies

1. Remove and discard old subchapter 3 FAM 4710 (CT:PER-635; 03-01-2011) and insert revised subchapter 3 FAM 4710 (CT:PER-654; 11-07-2011).
2. Remove and discard old subchapter 3 FAM 4720 (CT:PER-582; 10-25-2005) and insert revised subchapter 3 FAM 4720 (CT:PER-654; 11-07-2011).
3. After inserting the material in the binder, insert this Change Transmittal immediately following the CT Checklist, then fill in the entry line for CT:PER-654, and initial.

Distribution Notice

1. The Foreign Affairs Manual and Handbooks (unclassified) official version can be found on the State Department's Intranet site.
2. All posts and offices keeping paper versions of the Foreign Affairs Manual are responsible for maintaining the FAM on a current basis (see 2 FAM 1116.5).
3. Use **KFAM** and **AINF** TAGS on **all** communications on FAM/FAH issues.